

Roll No.

Total No. of Pages : 02

Total No. of Questions : 18

B.Tech. (ME) (2012 Onwards E-II) (Sem.-7)

TOTAL QUALITY MANAGEMENT

Subject Code : DE/ME-2.5

M.Code : 72011

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Answer briefly :

1. Explain the customer driven definition of Quality.
2. Maslows theory of hierarchy of needs contain _____ levels.
3. What are Deming's contribution to TQM?
4. Enumerate the benefits of statistical Quality Control.
5. Differentiate between employee involvement and empowerment.
6. Improving business performance by learning from other companies is called _____.
7. What is meant by Kaizen?
8. FMEA is an analytical technique that combines technology with experience. (True / False)
9. Taguchi's methods incorporate the use of _____ methods.
10. Define quality circle.

SECTION-B

11. Explain Crosby's absolutes of quality and six Cs.
12. Explain the axioms of TQM culture.
13. Write short note on Design of experiments.
14. Explain in detail how the basic problem solving tools can be used to improve quality?
15. What if Quality function deployment? Discuss in detail the QFD process.

SECTION-C

16.
 - a) Write short note on '*Role of inspection in quality control*'.
 - b) Explain the 10 step approach to total quality by Juran.
17.
 - a) What are your suggestions for recognition and reward for employees in implementing quality systems successfully?
 - b) Mention national quality award models in Indian context and explain each one briefly.
18.
 - a) What is benchmarking? Explain the procedure for conducting benchmarking study in an organization?
 - b) Write short note on '*Environmental Management System*'.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.